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**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
FRESNO DIVISION**

In re:)	Case No. 16-10015-A-9
)	
)	Chapter 9
Southern Inyo Healthcare District)	
)	19th REPORT OF THE
)	PATIENT CARE OMBUDSMAN
)	
Debtor.)	(No Hearing Required)

Pursuant to the order directing the appointment of a Patient Care Ombudsman entered by this court on February 17, 2016, Tracy Hope Davis, the United States Trustee, duly appointed Joseph Rodrigues, the California State Long-Term Care Ombudsman, as the Patient Care Ombudsman in this case.

In compliance with the notice of appointment, the Patient Care Ombudsman is submitting his 19th report, covering the period December 21, 2018 to February 19, 2019.

Respectfully submitted,

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman

1 **19th REPORT OF THE PATIENT CARE OMBUDSMAN**

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3 Eastern Sierra Area Agency on Aging is the designated Long-Term

4 Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the

5 local representative of the Office of the State LTC Ombudsman. As

6 mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC

7 Ombudsman representatives identify, investigate and resolve

8 complaints that are made by, or on behalf of residents of LTC

9 facilities that relate to action, inaction or decisions that may

10 adversely affect the health, safety, welfare or rights of residents.

11 Paulette Erwin is the local Ombudsman representative assigned to

12 this facility.

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15 Southern Inyo Hospital District is located at 501 E. Locust

16 Street, Lone Pine, California. The California Department of Public

17 Health (CDPH), Licensing and Certification Division, licenses this

18 facility as a Skilled Nursing Facility (SNF). SNFs provide housing,

19 meals, medical care, personal care, social services, and social

20 activities to people who have physical or behavioral conditions that

21 prevent them from living alone.

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24 The following information describes the number of visits made

25 to the facility (complaint and non-complaint related), observations

26 about privacy, food, the general status of the residents, any

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28

1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
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5 The licensed capacity of the facility is 33, with a current
6 occupancy of 26. There is no noted significant change in resident
7 mix, such as the admission of different client groups, younger
8 residents, etc.
9

10 According to Assistant Director of Nursing, Tambria Kalenowksi,
11 the Director of Staff Development, Jayneanne Hinek, is working on
12 implementing a certified nursing assistant class. Because of the
13 rural nature of this facility, recruiting and retaining staff is a
14 continuing challenge. The certified nursing assistant class will
15 enable the facility to recruit and train future employees.
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18 The local Ombudsman Program has not received any concerns
19 involving vendors, utilities, or external support factors that may
20 impact resident care.
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22
23 The local Ombudsman Program has conducted three visits during
24 this reporting period. During these visits and the visits during
25 the last reporting period, the roof has continued to leak in four
26 rooms. The Ombudsman representative spoke with residents that were
27 moved into new rooms. They expressed not wanting to move their
28

1 personal belonging into the new rooms because they hoped the roof
2 repairs would be completed soon. The Ombudsman representative spoke
3 with Director of Maintenance Jeff Sheffield about their plans to
4 replace the roof. According to Mr. Sheffield, the Board of
5 Directors has approved hiring architectural firm, Aspen Street
6 Architects. When the design has been completed it will be forwarded
7 to California's Office of Statewide Health Planning and Development
8 for approval. During these visits the Ombudsman representative also
9 spoke with Mr. Sheffield about the temperature in the facility and
10 individual heaters not working in residents' rooms. The Ombudsman
11 representative followed up with Mr. Sheffield and he reported they
12 received five new remote controls for heaters in residents' rooms
13 and all the heaters are in good working order.
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17 The local Ombudsman representative received a total of two
18 cases and four complaints. The complaints during this reporting
19 period include the following:
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22 A complaint related to a resident being left unattended during
23 the night in the front lobby of the facility. The Ombudsman
24 representative met with the resident and she declined Ombudsman
25 services.
26

27 A complaint related to a resident's personal property being
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1 lost or stolen. The Ombudsman representative met with the resident
2 and identified ways she could mark and organize her personal
3 belongings. The resident declined Ombudsman services.
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5
6 A complaint related to a shortage of staff. The Ombudsman
7 representative met with the resident and she declined Ombudsman
8 services. The Ombudsman representative met with other residents and
9 no complaints were received. The Ombudsman representative also
10 reviewed the staffing and census. The facility is meeting the
11 required staffing standard.
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14 A complaint related to a resident exercising the right to
15 refuse care. The resident left the facility against medical advice.
16 The Ombudsman representative was unable to meet with the resident.
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18 The Patient Care Ombudsman has no recommendations for the court
19 at this time.
20

21
22 February 19, 2019

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman